

How to Change Your Magic Self Support Password

DTS and DoD policy requires that you change your Self Support password immediately upon your first login to Magic Self Support, and that you change it regularly (at least every 90 days) thereafter. This reduces the risk your password (and, therefore, your Magic account) can be accessed by an unauthorized individual.

To change your Magic Self Support password, follow the steps listed below.

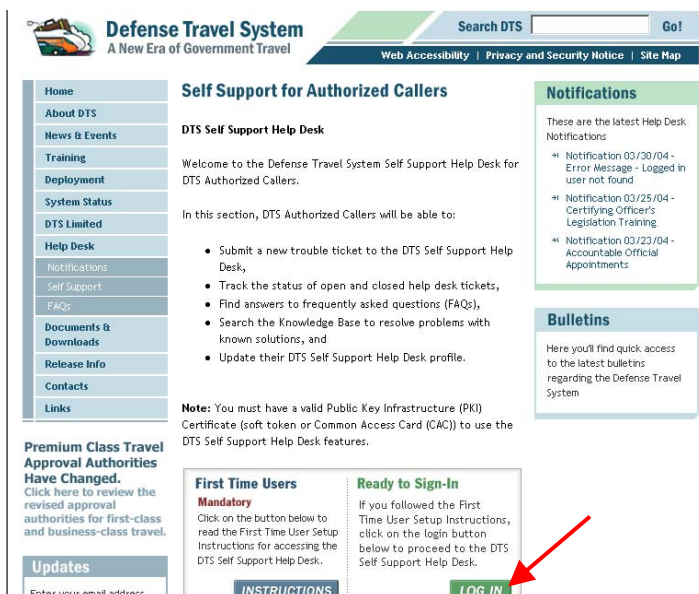
1. Go to the DTS website: www.defensetravel.osd.mil/
2. Select “Help Desk”.

The screenshot shows the Defense Travel System (DTS) homepage. The left sidebar contains a list of links: Home, About DTS, News & Events, Training, Deployment, System Status, DTS Limited, **Help Desk** (circled in red), Documents & Downloads, Contacts, and Links. The main content area features a 'Welcome to DTS!!' message, a map of the United States, and several sections: 'First Time Users', 'Training', 'Login to DTS', 'System Status' (showing Production and EWTS servers are available), 'Recent Updates', 'Web-Based Training', 'Total Sites Using DTS' (a bar chart showing data for Air Force, USMC, Navy, and Army), and 'Notices'. A 'New Government Travel Charge Card Functionality' section is also present.

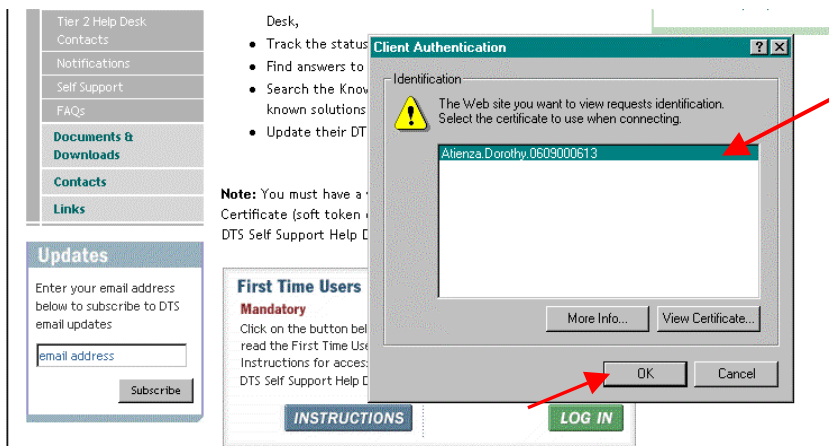
3. Select “Self Support”.

The screenshot shows the Defense Travel System (DTS) Help Desk page. The left sidebar contains a list of links: Home, About DTS, News & Events, Training, Deployment, System Status, DTS Limited, Help Desk, Tier 2 Help Desk, Contacts, **Self Support** (circled in red), Documents & Downloads, and Links. The main content area features a 'Help Desk' section with a welcome message and a list of frequently asked questions (FAQs). A 'Notifications' section is also present, listing the latest help desk notifications.

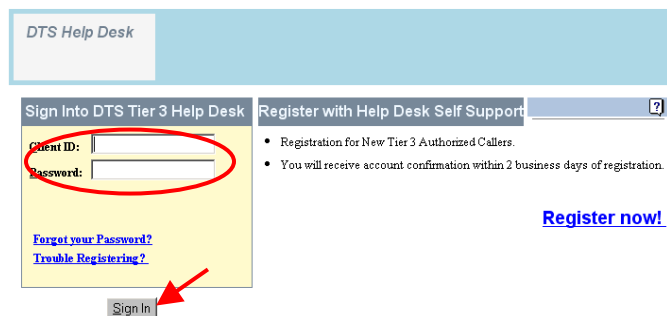
4. Select the “Log In” button from the “Ready to Sign-In” box.



5. An authentication box will appear. Select your identity certificate. Click “OK” to continue.



6. Enter your Magic Self Support “Client ID” and “Password”. Select “Sign In”.



7. Select “Update Your Profile”.

- ▢ Tickets
 - Ticket Request
 - Show all Tickets
- ▢ Knowledge Tools
 - FAQ Viewer
 - Knowledge Search
 - 1.5.4.14 Release Contents
 - 1.5.4.13 Release Contents
 - 1.5.4.12 Release Contents
 - 1.5.4.11 Release Contents
 - 1.5.4.10 Release Contents
 - 1.5.4.9 Release Notes
 - 1.5.4.8 Release Contents
- ▢ Support
 - Help
 - Contact Us
- ▢ Administration
 - Update Your Profile
 - Logoff

DTS Tier 3 Help Desk**Tel: 1-800-832-9007, 703-968-1668****Fax: 703-968-2107****eMail: dtshelpdesk@ngc.com****Hours: Monday - Friday, 8am - 5pm ET****Defense Travel System**

8. Enter your new password in the “Password” field and press the “Submit” button. By policy, passwords must satisfy the following requirements:

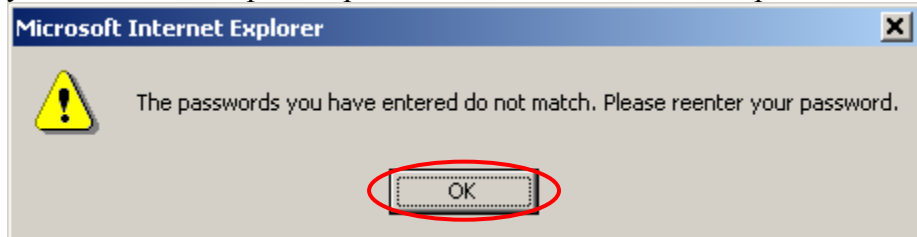
- Be a minimum of 8 characters in length
- Contain at least one character from each of the following four character sets: upper case letters, lower case letters, digits (0-9), and special characters (e.g., @, #, \$, %, ^, etc.) For example: P@ssw0rd
- Not contain any common dictionary words or proper names.

- ▢ Tickets
 - Ticket Request
 - Show all Tickets
- ▢ Knowledge Tools
 - FAQ Viewer
 - Knowledge Search
 - 1.5.4.14 Release Contents
 - 1.5.4.13 Release Contents
 - 1.5.4.12 Release Contents
 - 1.5.4.11 Release Contents
 - 1.5.4.10 Release Contents
 - 1.5.4.9 Release Notes
 - 1.5.4.8 Release Contents

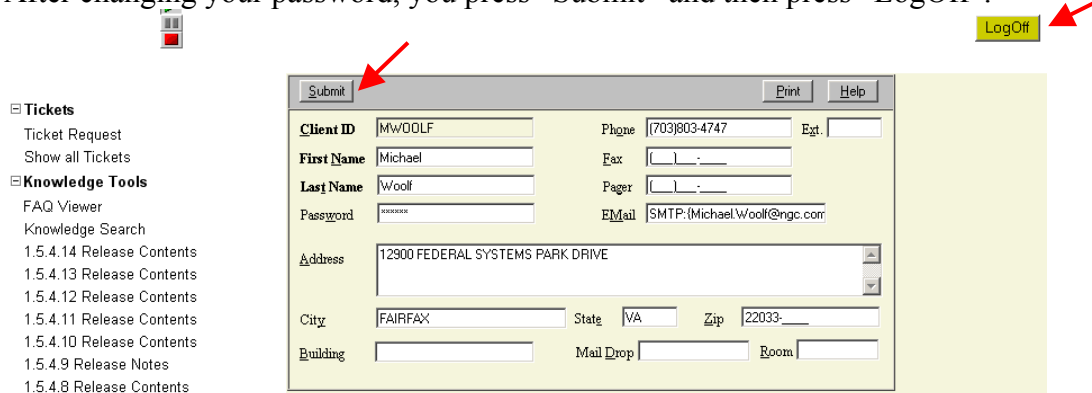
<input type="button" value="Submit"/>		<input type="button" value="Print"/>		<input type="button" value="Help"/>
Client ID	MWOOLF	Phone	(703)803-4747	Ext.
First Name	Michael	Fax		
Last Name	Woolf	Pager		
Password	*****	E-Mail	SMTP: (Michael.Woolf@ngc.com)	
Address 12900 FEDERAL SYSTEMS PARK DRIVE				
City	FAIRFAX	State	VA	Zip 22033
Building		Mail Drop		Room

9. Upon submit, the following screen appears. Enter your new password in the “Confirm New Password” field, then press “OK”.

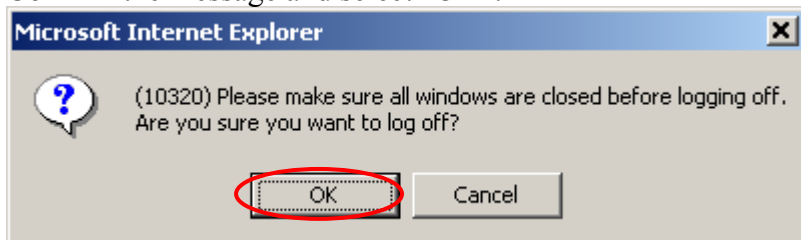
NOTE: If you receive the message shown below, then your password has not been changed, and you will need to repeat step 9. Select "OK" to return to step 9.



10. After changing your password, you press "Submit" and then press "LogOff".



11. Confirm the message and select "OK".



12. You must wait 5 minutes before trying to log back into Magic Self Support.

13. Go to <https://dtsprowebtth.defensetravel.osd.mil/hd/dtshelpdesk/>.

14. Enter your "Client ID" and new "Password". Select "Sign In" to log back into Magic Self Support.

